

Dear Sir/Madam:

I fail to understand the logic of a certain VRS provider to "block" calls and corner the market leading to a monopoly. This is certainly NOT the American way! When making a phone call via this same VRS service provider, I stopped using this VRS provider because of the discriminatory practice they used to make us WAIT and cannot call other VRS providers. Making a phone call (actually my first VRS call) through this same VRS provider to a law firm participating in a teleconference with couple of attorneys was very difficult, I was forced to WAIT 20 minutes and had to PAY their time while waiting. This was a huge slap in my face when realizing that the "block" was designed to prevent me from calling other VRS providers to be able to participate in the teleconference rather quickly. Is this the seamless way to make a phone call? Go figure.

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